

**PART I - SECTION C**  
**SCOPE OF WORK**

**1. GENERAL:**

a. The scope of work under this contract consists of furnishing all personnel, equipment, material, supplies and supervision to provide complete janitorial service at the Seattle Automated flight service station (AFSS) Seattle WA.

b. The Seattle AFSS is approximately 15,000 square feet

Seattle AFSS  
6526 Ellis Ave S  
Seattle WA 98108

**2. SERVICE REQUIREMENTS:**

a. Cleaning service days are to be performed three days a week on Monday, Wednesday, and Friday (excluding holidays) between the hours of 7:00 a.m. and 3:30 p.m. (See attachment 1 below - Janitorial Service Schedule) Changes to the service schedule shall be coordinated with the Contracting Officer's Representative (COR).

b. Holidays observed by Government employees during the terms of this contract are as follows: New Year's Day, Martin Luther King's birthday, President's Day, Memorial Day, Fourth of July, Labor Day, Columbus Day, Veteran's Day, Thanksgiving Day and Christmas Day. If the holiday falls on a Saturday, it is observed on Friday. If the holiday falls on Sunday, it is observed on Monday.

**3. CONTRACTOR PERSONNEL:**

a. Project Manager: The contractor shall provide a Project Manager/Supervisor who shall be responsible for the performance of the work. The name of this person and any alternate(s) acting for the contractor when the manager is absent shall be designated in writing to the Contracting Officer prior to the contract start date. The project manager and/or alternate manager(s) shall be knowledgeable and in complete control of the contract office files and employee records.

(1) The project manager shall have full authority to act for the contractor on all matters relating to daily functions of the contract.

(2) The project manager, or alternate, shall be available during normal duty hours to meet with the COTR to discuss immediate problems. The project manager, or alternate, shall respond within 2 hours after notification. The contractor shall provide a telephone number for the project manager.

(3) The project manager and alternate shall be able to read, write, speak and understand the English language.

**4. CONTRACTOR EMPLOYEES:**

Within four (4) days after contract award, the contractor shall submit to the COR a list of names of his/her employees who will be working at this facility. The list shall include a supervisor's name appointed by the contractor. Thereafter, the contractor shall notify the COR of any additions and terminations within 24 hours of such action.

## 5. STANDARDS OF CONDUCT:

- a. The contractor and his/her employees will be subject to all rules and regulations relative to entering and leaving the site. The selection, assignment, reassignment, transfer, supervision, management and control of the contractor's employees in performance of this work statement shall be the responsibility and prerogative of the contractor; however, the contractor shall comply with the general intent and specific policies set forth in the performance work statement and in regulations of the FAA concerning conduct of employees as referenced herein. When the Government directs, the contractor shall restrict the employment under the contract or remove from performance on the contract any person who is identified as a potential threat to the health, safety, security or operation of the described facilities.
- b. All employees will be physically able to do their assigned work and shall be free of communicable diseases.
- c. Contractor's employees will not disturb papers on desks, open desk drawers or cabinets. Neglect of duties shall not be condoned; sleeping on duty, unreasonable delay or failure to carry out assigned tasks, conducting personal affairs during duty hours, or using telephone or any other FAA office equipment for other than official business.
- d. Contractor's employees will report fires, hazardous conditions and items in need of repair, flickering or non-operating lights, leaky faucets, toilet stoppage, etc.
- e. Contractor's employees will assure specified rooms are locked after cleaning and keys returned to designated recipient.
- f. Contractor's employees will assure all articles found by employees are given to the COR.
- g. Disorderly conduct, use of abusive or offensive language, quarreling, intimidation by words, actions or fighting, participation in activities which interfere with efficient Government operations shall not be condoned.
- h. While on duty, employees shall not possess, sell, consume or be under the influence of intoxicants, drugs or substances which produce similar effects.
- i. The contractor shall not employ any person who is an employee of the United States Government if the employment of that person would create a conflict of interest.

## 6. MATERIALS:

- a. Contractor will furnish all supplies, materials, and equipment necessary for contract work, including, but not limited to:

Cleaners	Floor Wax
Detergents	Receptacles
Polishes	Stainless Steel Cleaner/Polish
Plain Rags	Toilet Paper, unscented
Dust control rags	Toilet Seat protective covers
Paper towels (for both bathroom & kitchen area)	
Hand soap (liquid)	Plastic liners for trash containers/sanitary napkin receptacles
Light bulbs	Deodorants
Tile cleaner	Disinfectants
Sanitary napkins for receptacle	

b. All materials or methods not specified and which the contractor proposes to use shall be approved by the COR. It is not intended to preclude the use of new, accepted, and approved products or methods.

## **7. EQUIPMENT:**

a. Within 72 hours after contract award the contractor shall submit to the COR for approval a complete list of equipment to be utilized.

b. Equipment used shall be safe and in good condition. Electrical appliances shall be the most suitable for the purpose intended. Electrical receptacles in equipment racks will not be used for janitorial purposes.

## **8. UTILITIES:**

a. Electrical power will be furnished by the Government at existing power outlets for the operation of equipment.

b. Cold water will be available to the contractor.

## **9. STORAGE SPACE, JANITOR'S CLOSETS AND LOCKER ROOMS:**

a. Space may be assigned to the contractor by the COR for the storage of bulk supplies and the equipment used in the performance of the work.

b. Closets or lockers are assigned by the COR to be used by the contractor's employees. Any Government furniture or equipment placed there, such as tables, desks, chairs, etc., may be used by the contractor's employees but will be returned to the Government at contract termination in the same condition as that existing at the time of entering into the contract; reasonable and ordinary wear and tear are expected. These areas will be swept every day the contractor's employees are on site and will be kept neat and clean.

c. Failure to keep any of the facilities described above in a clean and orderly condition may result in the withdrawal of their use.

d. The Government will not be held responsible for damage and/or loss to contractor's employee's items occasioned by fire, theft, and accident or otherwise.

e. The Contractor will supply a cabinet suitable for storing flammable supplies. Material Data Sheets shall be kept with the materials and a list of such materials will be submitted to the COR.

## **10. WORK SCHEDULE:**

Within four (4) days after receipt of contract award the contractor will submit to the COR for approval a complete schedule identifying both day and month work is scheduled to be accomplished.

## **11. SAFETY PRECAUTIONS:**

The contractor will instruct his/her employees of approved safety measures and will not permit employees to place mops, brooms, machines and other equipment in traffic lanes or other locations in such a manner that creates a safety hazard. The contractor will provide an appropriate sign marking the areas that are slippery due to cleaning or waxing operations.

## **12. COMBUSTIBLE MATERIALS:**

Rags, mops, brushes, waxes and other materials containing a residue of animal, vegetable, or mineral oils are subject to spontaneous combustion will be disposed of outside the building in approved tightly covered metal containers furnished by contractor.

## **13. SANITARY CONDITIONS:**

Dirty water and cleaning solutions will be disposed of in slop sinks for floor drains designated by the COR. Floor and fixtures where water is obtained and disposed of will be kept clean, neat, and sanitary at all times.

## **14. INSPECTIONS:**

Mandatory monthly inspections of all areas will be made jointly by the COR and the Contractor. Inspections shall be documented on an FAA Form 4665-3, Contractor Performance Inspection (see attachment).

## **15. REDUCTION IN PAYMENT AND/OR TERMINATION OF CONTRACT:**

a. Upon receipt of written notification by the Contracting Officer regarding nonconformance of contractual services, the contractor will be given 24 hours to provide the required corrective action. At the end of this period, The Government may have such work done by other contractors with the cost deducted from the contractor's monthly payment. The Quality Assurance Surveillance Plan (QASP) (see attachment #2), outlines the Government's plan for ensuring contract performance; including maximum deductions which may be taken should deficiencies be found in the contracted services.

b. Repeated failures to perform work as required by this statement of works may result in termination of the contract.

## **REQUIREMENT STANDARDS FOR SATISFACTORY PERFORMANCE**

All areas described by this contract may be categorized as (I) Administrative areas, (II) Mechanical areas, or (III) Outdoor areas.

**I. ADMINISTRATIVE AREAS:** Administrative areas are areas that are open to the general public, all offices. Technical offices.

**1. GATHER AND DISPOSE OF ALL TRASH and Recycle:** All trash containers shall have liners and shall be replaced as necessary. All waste, including paper, bottles, cups, garbage, packing material and empty shipping containers, both loose and in waste containers, shall be removed by the contractor on each scheduled work day. Trash containers shall be washed and disinfected when liners rupture, or as required. Contractor employees shall not disturb papers on desks, or open desk drawers or cabinets. No boxes shall be removed unless clearly marked "TRASH OR RECYCLE". All recycle containers through out the facility will be emptied and disposed of in the large blue recycle containers provided by the FAA.

**2. FLOORS:** Carpet, vinyl tile, ceramic tile, sealed concrete, entry mats, runners, and baseboards.

a. Carpet – Carpet shall be vacuumed with an agitating brush cleaner on a regular basis. Carpets shall be steam cleaned by spot cleaning, shampooing, or dry cleaning methods using only products and methods recommended by the cleaning material manufacturer's instructions and stain removal chart. Carpet will be free of spots and stains, dust, and dirt. Carpet shampooing will be coordinated and scheduled with the COTR and completed every 6 months.

b. Vinyl and Ceramic Tile – Sweep, mop, strip and wax floors. Floors must be free of swirls, streaks, scuff marks, greasy film, and have a uniform, glossy appearance.

c. Rubber tile – Sweep and mop floors. **DO NOT USE WAX ON RUBBER TILES.**

d. Sealed concrete (most mechanical areas) – Sweep and mop floors with a mild detergent. **DO NOT USE WAX ON SEALED CONCRETE SURFACES.**

e. The Contractor will notify the COR within one (1) day of any cleaning that fails to remove stains, or observes any barriers that restrict the employee from accomplishing contract requirements. The Contractor shall recommend an appropriate course of action to correct the problem, approved by the COR, with final approval by the Contracting Officer.

**3. LOW CLEANING – WITHOUT A LADDER:** Walls and items which are part of the wall (such as switch plates) items installed against a wall (such as air handling units), partitions, doors, windows, window sills, wainscoting, vents, fire extinguishers, venetian blinds, chalkboards, etc.

a. Walls will be free of dust, fingerprints, spots, scuff and other marks.

b. Formica cabinets and decorative woodwork will be wiped clean and treated with furniture polish resulting in surfaces free of dust, spots, fingerprints, scuff and other marks.

c. Unpainted metalwork, doorknobs, switch plates, hardware and fire extinguishers, etc., will be free of dust and polished.

d. Boards (both chalk and white) will be free of chalk marks, fingerprints, streaks, haze and written material, unless marked to the contrary.

e. Use stainless steel cleaner/polish on all stainless steel surfaces.

f. All venetian blinds will be dust and debris free.

4. **HIGH CLEANING – WITH A LADDER:** Ceilings and items which are part of the ceiling (such as light fixtures) and those areas and items not covered in previous paragraphs; overheads, pipes, ducts, air discharge assemblies, tops of lockers, and cabinets, windows and window ledges; exit signs, clocks, venetian blinds. **ELECTRONIC EQUIPMENT IS EXCLUDED FROM CLEANING.**

a. When dusting does not remove accumulated dirt and grime, the contractor will wash the area with a suitable cleaner resulting in a dust free area.

b. Windows and other glass items will be free of dust, fingerprints, streaks, haze, both inside and outside.

5. **FURNITURE:** All furniture with fabric parts will be cleaned with a solution not damaging the fabric. For metal and wood furniture a suitable polish and cleaner will be used.

a. Furniture will be free of dust, spots, stains, scuff and other marks that can be removed without refinishing.

b. Waste containers, recycling bins and ash receptacles will be washed inside and outside and be free of trash, ash, spots, dirty marks and odors. The ash receptacle will be full of sand or appropriate material at all times to prevent fires.

#### 6. **RESTROOMS:**

a. Commodes, floors, sinks, and shelves will be free of scum, film, scuffmarks, water spots, and odors. Disinfectants and deodorizers will be used.

b. Fixtures, dispensers, and visible plumbing will be free of dust, film, watermarks, fingerprints and other marks and disinfected on a regular basis. Chrome will be polished by wiping surfaces with a clean, dry cloth after washing the area.

c. All dispensers shall be filled sufficiently to assure a constant and adequate supply of soap. Dispensers will not be clogged from dry soap.

d. Mirrors will be free of spots, streaks, haze, and film.

e. Stainless steel surfaces will be polished with stainless steel cleaner.

f. Abrasive type cleaner or abrasive cleaning materials such as dry cleaner, “Scotch Bright” or similar type pads shall not be used. A “Soft Scrub” or similar products with a stiff nylon brush is allowed. Cleaners which stain or discolor surfaces are not allowed.

7. **REFRIGERATOR CLEANING:** Refrigerators shall be cleaned and deodorized as required. Refrigerators shall be washed on the outside of the box and have handprints, dirt, and scuffmarks removed as needed.

8. **MICROWAVE OVENS & OVEN/RANGE CLEANING:** Microwave ovens shall be cleaned both on the inside and outside as required. The Oven/Range shall have handprints, soil, and food particles.

**9. CLEAN COUNTERS, SINKS, AND FIXTURES:** A commercial solution shall be used to remove streaks, stains, smudges and obvious soil. Stainless steel surfaces shall be cleaned with a stainless steel cleaner/polish

**10. LIGHTS:** All light fixtures that burn out in any administrative space inside the building shall be replaced. Only lamps identical to the type replaced, including wattage, energy star listings, and low mercury lamps (green ends on bulbs) shall be used. The contractor is not responsible for any lights inside the tower cab, mechanical areas, inside the elevator, or outside the building.

**II. MECHANICAL AREAS:** Mechanical areas consist of all areas secured from use by the general public. These areas consist of: PCS/EG Room, Large janitorial closet.

**1. Trash removal** – Trash containers shall be emptied as required.

**2. Dusting** – Horizontal surfaces, equipment fronts, and cove bases shall be dusted as required. Electrostatic dusters are to be used. Electrostatic dusters are not to be used on any switches or wires in any areas. Using an electrostatic duster requires supervision by an Airway Facilities Maintenance Personnel in order to protect the contractor employee and the building from inadvertently taking an essential piece of equipment off line.

**3. Wiping with Detergent solution** – All surfaces that have grime or dirt are to be cleaned with soap or a detergent and not just brushed over with a duster.

**4. Sweeping/Vacuuming** – All floors are to be swept and vacuumed. Carpets are to be cleaned and steamed according to the administrative schedule.

**5. Mop and Wax** – Vinyl tiles are to be waxed and mopped according to the administrative schedule.

### **III. OUTDOOR AREAS:**

**1.** The outside front entrance will be free of debris, leaves and other trash. The carpet-type entrance mats shall be vacuumed in order to remove soil and grit and to restore resiliency of the carpet pile. Entrance mats shall be swept, vacuumed, or washed as required, in order to remove soil and grit. Cigarette urns will be emptied as required and refilled with fire resistant material, such as sand.

**ATTACHMENT #1**

Seattle AFSS

**JANITORIAL FREQUENCY SCHEDULE**

Required Cleaning Days (Monday, Wednesday and Friday)

	<b>REQUIREMENT:</b>	<b>FREQUENCY:</b>
	<b>ADMINISTRATIVE AREAS</b>	
1.	Empty Trash	3 times per week
2.a.	Sweep Floors	3 times per week
2.b,c,d	Mop & Wax Floors	1 time per month
2.a.	Steam Clean Carpet	2 times per year - First day of April and first day of September
3.	Low Cleaning	1 time per week
4.	High Cleaning	1 time per week
5.	Furniture	1 time per week
6.	Restrooms	3 time per week
7.	Glass Doors and Mirrors	3 times per week
8.	Refrigerator	3 times per week
9.	Microwaves & Oven/Range	3 times per week
10.	Counters, sinks and fixtures	3 times per week
11.	Lights	As needed
	<b>MECHANICAL AREAS</b>	
1.	Empty Trash	1 time per month
2.	Dusting	1 time per month
3.	Wipe Down	1 time per month
4.	Sweeping/Vacuuming	1 time per month
5.	Mop & Wax	1 time per month
	<b>OUTDOOR AREAS</b>	
1.	Empty cigarette urns and refill as necessary	3 times per week
2.	Clean Entrance Area and Mats	3 times per week



**ATTACHMENT #2**  
**QUALITY ASSURANCE SURVEILLANCE PLAN (QASP)**

The following schedule outlines the Government's plan for ensuring contract performance; including maximum deductions which may be taken should deficiencies be found for the noted services. The Government shall, at its option, require corrective action or take a deduction from the monthly invoice. The contractor will be notified of any discrepancies found, and shall have an opportunity to respond to the deficiencies. The Government has the right to inspect services at any time. Any random inspection shall take into consideration the normally scheduled times and frequencies required for service performance. The Contractor is entitled to a joint monthly inspection each month. The Contractor shall coordinate with the Contracting Officer's Representative (COR) when a joint inspection is needed. The COR also may initiate a joint inspection, which will be coordinated with the Contractor Quality Control Representative or his designee.

Upon request the COR is entitled to review the results of the contractor's quality control program and internal inspections.

REQUIRED SERVICE	PERFORMANCE STANDARD	ALLOWABLE DEVIATION	METHOD OF SURVEILLANCE	MAXIMUM DEDUCTION FOR DEVIATION
Remove Waste	Accomplish per specifications and frequency schedule	5 defects per month	Random Sampling	6%
Wash Wastebaskets	Accomplish per specifications and frequency schedule	None	Random Sampling	2%
Low Cleaning	Accomplish per specifications and frequency schedule	5 defects per month	Random Sampling	5%
High Cleaning	Accomplish per specifications and frequency schedule	5 defects per month	Random Sampling	5%
Spot Clean Woodwork, Walls and Partitions	Accomplish per specifications and frequency schedule	5 defects per month	Random Sampling	5%
Clean Light Fixtures	Accomplish per specifications and frequency schedule	None	Random Sampling	3%
Sweep Floors & Hallways	Accomplish per specifications and frequency schedule	3% of area swept	Random Sampling	5%
Floor Maintenance	Accomplish per specifications and frequency schedule	3% of area maintained	Random Sampling	8%
Mop Floors	Accomplish per specifications and frequency schedule	3% of area mopped	Random Sampling	6%
Vacuum Carpet	Accomplish per specifications and frequency schedule	3% of carpeted area	Random Sampling	6%

Shampoo Carpet	Accomplish per specifications and frequency schedule	1% of carpeted area	100% Inspection	5%
Clean/Refill Restroom Dispensers	Accomplish per specifications and frequency schedule	3 defects per month	Random Sampling	7%
Clean Restroom Fixtures and Floors	Accomplish per specifications and frequency schedule	3 defects per month	Random Sampling	8%
Wash Restroom Walls and Doors	Accomplish per specifications and frequency schedule	3 defects per month	Random Sampling	5%
Glass Cleaning	Accomplish per specifications and frequency schedule	3 defects per month	Random Sampling	2%
Wash Windows	Accomplish per specifications and frequency schedule	None	100% Inspection	8%
Clean Refrigerators	Accomplish per specifications and frequency schedule	None	100% Inspection	3%
Clean Microwaves	Accomplish per specifications and frequency schedule	None	100% Inspection	3%
Clean Oven/Range	Accomplish per specifications and frequency schedule	None	100% Inspection	2%
Clean Counters, Sinks and Fixtures	Accomplish per specifications and frequency schedule	2 defects per month	Random Sampling	4%
Entrance/Entrance mats maintenance	Accomplish per specifications and frequency schedule	1 defect per month	Random Sampling	1%